

E-mail Subject: PSC Support Update

* This message is being sent to all *EDFacts* Submitters - also available online at www.ed.gov/edfacts/support.html *

PSC Closed for Federal Holiday on Monday, 9/6/2010

The Partner Support Center will be closed on Monday, September 6, 2010 for the Federal holiday and re-open at 8AM EST on Tuesday, September 7th.

Materials from the 8/31/2010 PSC Online Meeting with the States

This month's meeting included an explanation by Barbara Timm of the upcoming CTE file changes that will be enabled for submission in October (these CTE file submissions are optional for SY2009-10).

The PowerPoint presentations from the meeting are attached. The state Questions & Answers from the meeting will be released as soon as possible. To view an audio/video recording of the entire Webinar, please use the following link:

<http://www.mediafire.com/?bsjxto94mo8c7q>

Register for the 9/21/2010 PSC Online Meeting with States (Webinar)

This month's meeting will include a *special agenda item to walk users through the ESS 6.2 business rule changes.*

The purpose of this online meeting is to convey what states need to know about using *EDFacts* effectively including an update on PSC support, insight into recent state issues/solutions, what is on the horizon for *EDFacts* users, and the opportunity to pose questions to PSC management. Please keep your questions related to issues of general interest to all the states.

Webinar Date: Tuesday, September 21, 2010, from 3:00 – 4:00 PM EST

Please register using the following link:

<https://www1.gotomeeting.com/register/318988088>

After registering, you will receive a confirmation email containing the toll-free phone number and website link for joining the Webinar.

Upcoming Due Dates and Reminder to Update SSP as Necessary

9/23/2010 – EDTech State Supplemental Survey Due in EMAPS

9/30/2010 - SY2009-10 Files Due
N/X028 Computer

N/X132 School End of SY Status

No additional ESS files due in October

NOTE: When a state is granted an extension request to submit a specific file later than the due date, this does not imply that the due date itself will change. LEAD015 in ERS will calculate timeliness and completeness based on the established due date (or due date + 7 days beginning with SY2009-10 files due September 30). See TIP0002 for more information.

EDFacts System Status

This is to provide the current status of the EDEN Submission System (ESS) data:

ESS Status (weekly statistics from Wednesday to Wednesday)

System Status: ESS system is up and running
Files Received: 126
Files Processed: 75 (2 superseded, 49 had errors)
Average File Processing Time: 9 minutes, 23 seconds

Support Issues, Solutions, and Metrics

The following is provided to give you some insight into issues being handled by your Partner Support Center (PSC):

New Issues Affecting Multiple SEAs

1. ESS: A state contacted PSC about some issues with the School General tab of their SY 2008-09 Summary Report. None of the categories with totals show the correct subcategory totals for the CY, and the PY breakdowns are incorrect. Status: Ticket is escalated to the SI team for troubleshooting and resolution.
2. ESS: For Data Group 701 in file N/X131 – LEA End of SY Status, there is a question about what constitutes choice. In this state every student has the option of being a full time virtual student. Does this mean that every LEA has the option of implementing public school choice, even if another, physical school is not available for students to attend? Status: Ticket is escalated to ED for policy clarification.
3. EMAPS: Two states have a situation in which files that have been submitted to EDEN but are not showing as 'Data in ESS' on their EMAPS state submission plan. For one state, 'null' is showing instead of the date which they submitted these files to ESS and the status reads "No data in ESS." Status: Ticket is escalated to the development team for troubleshooting and resolution.

New or Updated Knowledgebase Solutions (in attached files)

1. TIP0026 Reporting ARRA McKinney-Vento appropriations for CSPR

Average Time to Resolution (excluding weekends, 6 week rolling average)

Tickets requiring escalation:	33.23 days
Tickets not requiring escalation:	0.84 days

Thank you,
PSC

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For general feedback on PSC support, contact:
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